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11/12/98



via Federal Express and facsimile

November 12, 1998

Brad Bradley, RPM
U.S. EPA-Region 5 (SR-6J)
77 West Jackson Boulevard
Chicago, Illinois 60604-3507

Dear Brad:

ENTACT associates are committed to provide the residents impacted by the NL Taracorp Superfund Site Stack Emission remedial action a service that minimizes the inconvenience each family is subjected to during the implementation of the required remedial activities. At the beginning of the November 2, 1998, teleconference with representatives from the United States Environmental Protection Agency (U.S. EPA or Agency), Army Corps of Engineers (COE), ENTACT, and the PRP Group, the U.S. EPA raised several concerns regarding recent communication it had with several residents. U.S. EPA stated it was concerned about the effectiveness of ENTACT's ability to communicate and to satisfactory address "restoration" issues raised by these residents. ENTACT indicated during the teleconference it would discuss the Agency's concerns and propose changes that will improve communication with the residents and minimize future residential complaints. Provided below are ENTACT's proposed changes.

ENTACT is modifying its quality assurance and quality control (QA/QC) procedures as it relates to the restoration issues and communication with the resident. ENTACT believes that the proposed procedural changes will improve communication with the residents and minimize future residential complaints to U.S. EPA. These changes will enhance communication between ENTACT associates and the residents, thus reduce the frustration level some residents may have felt and more effectively identify quality issues related to restoration issues. To implement these changes Mr. Shane Jarman has recently been added to ENTACT's QA/QC Team.

The modifications to the QA/QC procedures are as follows:

- ENTACT will improve documentation of communication with the homeowner. All changes discussed with the homeowner will be written and the restoration agreement will be amended.

EPA Region 5 Records Ctr.



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- Shanes Jarman, role is to facilitate effective communication between the resident and ENTACT. And will have the title Homeowner Relations Representative. Mr. Jarman responsibilities are as follows:
 1. Contact the homeowner the day ENTACT excavates, backfills, places the sod. He is the customer satisfaction rep that will note any concerns that the resident may have during each one of these phases.
 2. Contact the homeowner if weather forces us to change our field implementation schedule.
 3. The day after sod is installed. Mr. Jarman will conduct an inspection of the lot. Any deficiencies in the work will be noted by ENTACT and the resident will be informed. Mr. Jarman will meet with the homeowner to sign the close out and note any repair items that are still outstanding. Any differences of opinion or unresolvable issues will be brought to COE's and U.S. EPA's attention immediately.
 4. Mr. Jarman will also review with the resident the importance of keeping foot and dog traffic off the newly installed sod.
 5. Mr. Jarman will stay in contact with the owner to communicate the schedule for all repair items like fence and concrete repairs. These repairs are the only items that cannot be remedied immediately.
 6. Mr. Jarman will schedule HEPA vacuuming activities.

ENTACT believes that these changes will facilitate better communication with the residents and reduce the number of complaints raised by the residents to U.S. EPA. I will be happy to discuss any issue concerning the modification with you at the COE's field office in Granite City or in Chicago. If you have any questions, please call me at 972-580-1323.

Respectfully,


Thad Slaughter
ENTACT, Inc.

cc: Jeff Leed, Leed Environmental, Inc.
ENTACT's Granite City Field Office